

# Post Specification

## Post Specification - Key Information

- **Post Title: Passenger Assistant**
- **Date: November 2025**
- **Post Group Number: 6806**
- **Job Family: Operations**
- **Job Family Role Profile: OP3**
- **Final Grade: 3**

To be read in conjunction with the job family role profile.

## Service Area Description

Cumbria Transport Operations Team. In-House transport operations deliver Home to School, SEND, PRU and Adults transport.

## Purpose of this Post

To assist passengers (children with Special Educational Needs and Disability (SEND) and vulnerable Adults) on the journey to places of education/training.

## Key Job Specific Accountabilities

1. To have regard to the safety and welfare of pupils from the moment they are collected until the time they are handed over to places of education or training on a daily basis throughout the annual school term. To maintain effective communication with management, Parents/Guardians; the driver of the vehicle and the educational/training establishments with regard to any transportation and care issues arising on the route.
2. To supervise and assist pupils in boarding and alighting the vehicles.
3. When the driver is fastening wheelchairs or stowing luggage the post holder will look after the other pupils on the vehicle and may also assist the driver when necessary.
4. Ensure that the specific requirements of pupil(s) transport risk assessments are met, incidents affecting the pupils or the safety of the transport, driver and pupil behaviour and route timeliness are recorded as appropriate.
5. Undertake such duties that the Management team may, from time to time, determine, commensurate with the grading of the post, including assistance with training.

## Key Facts and Figures of the Post

**Budget Responsibilities:** None

**Staff Management Responsibilities:** None

**Other:** Willingness to undertake safeguarding training (online)

Enhanced DBS clearance required  
The safety and wellbeing of passengers is maintained at all times

## Essential Criteria

Essential-must be prepared to undertake enhanced DBS CHECKS and any Training, re Health & Safety equipment/apparatus on vehicles, (W&F will provide such training) at commencement of employment.

Preferably have experience of dealing with Children/Vulnerable Adults.

Ability to read understand and implement instruction in a Risk Assessment or safe system on work process (W&F will provide such training)

Must have the ability to remain calm when dealing with challenging situations and behaviour

This post will require a little flexibility in terms of time at work, but generally the working hours will 1.5 to 2 hours in a morning (approx. 07.30am – 09.30am) and 1.5 to 2 hours in the afternoon five days a week (approx. 14.45pm – 16.45pm), term time.

Individuals may also choose to work outside of term time on Adults transport.

## Disclosure and Barring Service (DBS) Checks

- This post requires:

DBS Enhanced - Children & Adults

## Job Working Circumstances

- **Emotional Demands:** Could possibly be high at times.
- May be required to work with a group of pupils or in a “one to one” situation
- **Physical Demands:** The post holder may be required to assist the driver with the loading and unloading of wheelchairs.
- **Working Conditions:** The post holder would for the majority of the time be inside a vehicle, occasionally working inside an office environment but will be required to work outside and potentially in severe weather conditions – snow, etc.
- **Other Factors:** The Individual would generally be on the same route assisting the same passengers. However, there may be occasions when this is not possible, and the individual will be expected to assist on other routes – commensurate with their normal location.